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April 13, 2005

TO: Supervisor Gloria Molina, Chair
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – OLIVE CREST
TREATMENT CENTERS, RTC, IDA LEONA, AND MARKHAM GROUP
HOMES**

We have completed a review of RTC, Ida Leona and Markham Group Homes (Group Home or Agency) operated by Olive Crest Treatment Centers. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

RTC and Ida Leona Group Homes are six-bed facilities, which provide care for boys ages 11-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, RTC Group Home was providing services for five Los Angeles County DCFS children. Ida Leona Group Home was providing services for one Los Angeles County DCFS child, one Los Angeles County Probation child, and four Riverside County children.

Markham Group Home is a six-bed facility, which provides care for girls ages 11-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Markham Group Home was providing services for one Los Angeles County DCFS child, two Riverside County children and one San Bernardino child.

RTC Group Home is located in the First District. Ida Leona and Markham Group Homes are located in Riverside County.

"To Enrich Lives Through Effective and Caring Service"

Scope of Review

The purpose of the review was to determine whether the Agency was providing the services outlined in their Program Statement. Additionally, the review covered basic child safety and licensing issues, and included an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, facility inspections, and interviews with two children placed in the RTC and Ida Leona Group Homes and one child placed in the Markham Group Home at the time of the reviews. Interviews with the residents were designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency was providing the services outlined in their Program Statement. However, the Agency needs to address various areas where improvements are needed. All three, RTC, Ida Leona and Markham Group Homes need to make repairs to their facilities and provide each resident with the minimum allowance in accordance with their age. In addition, RTC Group Home needs to include and document the placement workers' participation in modifying the Needs and Services Plans. Ida Leona Group Home needs to include and document the placement workers' and residents' participation in modifying the Needs and Services Plans; maintain a current court authorization for each resident and provide each resident with the opportunity to maintain a photo album/life book.

Attached is a detailed report of the review findings.

Review of Report

We discussed our report with the Agency's management. The Agency's management is required to provide a corrective action plan to the Children's Group Home Ombudsman within 15 business days from the postmark date of this report. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:gfw

- c: David E. Janssen, Chief Administrative Officer
- David Sanders, Ph.D., Director, DCFS
- Paul Higa, Acting Chief Probation Officer
- Donald Verleur, Executive Director, Olive Crest Treatment Centers.
- Violet Varona-Lukens, Executive Officer
- Public Information Office
- Audit Committee

**Olive Crest Treatment Centers
Olive Crest RTC
4619 North Rosemead Blvd.
Rosemead, CA 91770
714-543-5437
License No.: 197801068
Rate Classification Level: 14**

I. Facility and Environment

(Facility Based - No Sample)

Method of assessment – Observation

Sample size for resident interviews: Two

Comments:

RTC Group Home (Group Home or Agency) is located in Rosemead. The grounds are well maintained. There were no observable safety hazards.

The residents' bedrooms are personalized by the residents to reflect their style and tastes. However, the interior of the Group Home needs improvement.

Carpeting in the hallway is stained and dirty. In bathroom number one, the floor tile is chipped. In bathroom number two, there is writing on the base of the sink and the shower door is dirty. In bathroom number three, there is a large crack in the floor tile and the walls are dirty.

The walls in all of the residents' bedrooms are dirty, and in bedroom number two, there is writing on the walls. In bedroom number one, the carpet is stained and damaged and there is writing on the desk.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV and a VCR. There are books and resource materials, including a computer with a variety of programs.

Residents eat their main meals in the cafeteria. There is a sufficient supply of snack foods in the Group Home. The food is accessible, appropriately dated, and properly stored.

Recommendations

- 1. Olive Crest Treatment Centers management:**
 - a. Replace or repair the carpeting and tile flooring throughout the Group Home as needed.**

- b. Remove writing from bathroom sink, desk, and walls.**
- c. Clean the residents' bathrooms.**
- d. Clean the walls throughout the Group Home as needed.**

II. Program Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents meet the Agency's population criteria as outlined in their Program Statement. Residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are current, realistic, measurable, and time specific. There is no documentation to support one placement worker's participation in the development and update of the NSPs.

The quarterly reports for residents are current, comprehensive, and appropriately focus on the goals of the NSPs.

The residents are provided with psychological testing, and emotional and developmental counseling as required by the Program Statement. Case files reflect adequate documentation to show evidence of residents receiving regular individual and/or group therapy.

Recommendation

- 2. Olive Crest Treatment Centers management document each placement worker's participation in the development and update of the NSPs.**

II. Educational and Emancipation Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents are attending school and have current Individualized Educational Plans. Their records contain current semester report cards and/or progress reports. Residents reported that they are provided with a sufficient amount of daily educational stimulation away from school and feel that the Group Home is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is discussed as needed and employment preparation encouraged.

Residents are offered the opportunity to participate in emancipation and vocational programs as appropriate.

Neither resident is employed.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents for two case files

Comments:

The residents have current court authorizations for psychotropic medication. Documentation confirms that the residents are routinely seen by the prescribing psychiatrist.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Resident interviews

Sample size for resident interviews: Two

Comments:

Residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with their daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with staff. Residents feel there is at least one staff member they can easily talk to and trust.

Residents reported that they are not assigned chores to complete on a daily basis; they are only required to maintain their rooms. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their workers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and feel that the Agency is respectful of their cultural lifestyles. The Agency allows the residents to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

The residents are aware of their right to refuse medication.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and sufficient quantity.

The Agency does not provide its residents with the required minimum base allowance. However, residents are able to increase their allowance according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage space.

Residents are provided with regular opportunities to maintain photo albums/life books.

Recommendation

- 3. Olive Crest Treatment Centers management provide each resident with the minimum base allowance.**

**Olive Crest Treatment Centers
Ida Leona
17460 Ida Leona Road
Perris, CA 92570
909-696-8500
License No.: 330911559
Rate Classification Level: 12**

I. Facility and Environment

(Facility Based - No Sample)

Method of assessment – Observation

Sample size for resident interviews: Two

Comments:

Ida Leona Group Home (Group Home or Agency) is located in a rural community in Perris. The Group Home is adequately landscaped and blends in with the other homes in the community. There were no observable safety hazards.

The residents' bedrooms are personalized by the residents to reflect their style and tastes. However, the interior of the Group Home needs a few improvements.

In the living room, there are stains and a burn mark on the carpet. The carpet is also stained in the multipurpose room. There are ink stains on the kitchen counters. In the bathroom, the tub, walls, and ceiling are dirty.

The mattresses in the residents' bedrooms are sagging and worn. In bedroom number three, there is a burn mark on the carpet and the paint is worn on the closet door.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and computer with a variety of programs. There are books and resource materials.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

Recommendations

- 1. Olive Crest Treatment Centers management:**
 - a. Replace the carpeting in the living room, multipurpose room and in bedroom number three.**
 - b. Remove the ink stains from the kitchen counters.**

- c. Clean the residents' bathroom.
- d. Replace the residents' mattresses.
- e. Paint the closet door in bedroom number three.

II. Program Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents meet the Agency's population criteria as outlined in their Program Statement. Residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are current, realistic, measurable, and time specific. There is no documentation to support the placement workers' or the residents' participation in the development and update of the NSPs.

The quarterly reports for residents are current, comprehensive, and appropriately focus on the goals of the NSPs.

The residents are provided with psychological testing, and emotional and developmental counseling as required by the Program Statement. Case files reflect adequate documentation to show evidence of residents receiving regular individual and/or group therapy.

Recommendation

2. Olive Crest Treatment Centers management document the placement workers' and residents' participation in the development and update of the NSPs.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents are attending school and do not require Individualized Educational Plans.

Their records contain current semester report cards and/or progress reports. Residents reported that they are provided with a sufficient amount of daily educational stimulation away from school and feel that the Group Home is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is discussed as needed and employment preparation encouraged.

Residents are offered the opportunity to participate in emancipation and vocational programs as appropriate.

Neither resident is employed.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

Recommendations

There are no recommendations for this section

V. Psychotropic Medication

Method of assessment – Review of relevant documents for two case files

Comments:

One resident does not have a current court authorization for psychotropic medication. Documentation confirms that the residents are routinely seen by the prescribing psychiatrist.

Medication distribution logs are properly maintained.

Recommendation

- 3. Olive Crest Treatment Centers management maintain current court authorizations for each resident.**

VI. Personal Rights

Method of assessment – Resident interviews

Sample size for resident interviews: Two

Comments:

Residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with their daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with staff. Residents feel there is at least one staff member they can easily talk to and trust.

Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their workers or probation officers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and feel that the Agency is respectful of their cultural lifestyles. The Agency allows the residents to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

The residents are aware of their right to refuse medication.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and sufficient quantity.

The Agency does not provide its residents with the required minimum base allowance. However, residents are able to increase their allowance according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage space.

One resident has not been given the opportunity to maintain a photo album/life book.

Recommendations

4. Olive Crest Treatment Centers management:

- a. Provide each resident with the minimum base allowance.**
- b. Provide each resident with the opportunity to maintain a photo album/life book.**

**Olive Crest Treatment Centers
Markham
19998 Markham Street
Perris, CA 92337
909-686-8500
License No.: 330911329
Rate Classification Level: 12**

I. Facility and Environment

(Facility Based - No Sample)

Method of assessment – Observation

Sample size for resident interviews: One

Comments:

Markham Group Home (Group Home or Agency) is located in a rural community in Perris. The Group Home is adequately landscaped, and blends in with the other homes in the community. There were no observable safety hazards.

The residents' bedrooms are personalized by the residents to reflect their style and tastes. However, the interior of the Group Home needs a few improvements.

In the TV room, the mini blinds are stained. There is a burn mark on the hallway carpet. In bathroom number one, the window screen is torn and in bathroom number two, the ceiling is dirty.

There are burn marks on the carpet in bedrooms one and three. The carpet is stained in bedroom number two.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a VCR. There are books and resource materials, including a computer with a variety of programs.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

Recommendations

- 1. Olive Crest Treatment Centers management:**
 - a. Replace the mini blinds in the TV room.**
 - b. Repair or replace carpeting throughout the Group Home as needed.**

- c. Replace the window screen in bathroom number one.
- d. Clean the ceiling in bathroom number two.

II. Program Services

Method of assessment – Review of relevant documents and resident interview

Sample size for resident interviews: One

Comments:

The residents meet the Agency's population criteria as outlined in their Program Statement. There is documentation the resident received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plan (NSP) is current, realistic, measurable, and time specific. There is appropriate documentation to support the placement worker's participation in the development and update of the NSPs.

The quarterly report for the resident is current, comprehensive, and appropriately focused on the goals of the NSP.

The resident is provided with psychological testing, and emotional and developmental counseling as required by the Program Statement. Case file reflects adequate documentation to show evidence of resident receiving regular individual and/or group therapy.

Recommendations

There are no recommendations for this section.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and resident interview

Sample size for resident interviews: One

Comments:

The resident is attending school and does not require an Individualized Educational Plan. Her records contain current semester report cards and/or progress reports. The resident reported that she is provided with a sufficient amount of daily educational stimulation away from school and feels that the Group Home is supportive of her academic progress.

The Agency's program includes the development of resident's daily living skills. The resident is involved in the planning and preparation phase of meals. Hygiene care is discussed as needed and employment preparation encouraged.

The resident is offered the opportunity to participate in emancipation and vocational programs as appropriate.

The resident is not employed.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and resident interview

Sample size for resident interviews: One

Comments:

The Agency provides its residents opportunities to participate in recreational activities. The resident expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The resident reported that she participates in planning some of the activities. The resident has free time and is able to participate in self-selected activities.

Transportation is provided to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

According to the Agency's management, there are no residents receiving psychotropic medication. This information was appropriately documented.

Recommendations

There are no recommendations for the section

VI. Personal Rights

Method of assessment – Resident interview

Sample size for resident interviews: One

Comments:

The resident expressed satisfaction with the Agency and its staff. The resident participated in an initial orientation and the Group Home's policies and procedures are posted. The resident reported that she feels safe in the Group Home and that there is no interference with her daily living functions.

The resident reported satisfaction with the taste of the food and with her ability to participate in menu development. She reported that there is sufficient staff supervision and expressed satisfaction with the quality of her interactions with staff. The resident feels there is at least one staff member she can easily talk to and trust.

The resident reported that she is assigned chores to complete on a daily basis that are reasonable and not too demanding. The resident is able to have visitors and make and receive personal telephone calls. She is permitted to contact her worker, attorney, and family members as needed. The resident is able to attend weekly religious services of her choice and feels that the Agency is respectful of her cultural lifestyle. The Agency allows the resident to celebrate holidays.

The resident reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

The resident is aware of her right to refuse medication.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and resident interview

Sample size for resident interviews: One

Comments:

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and sufficient quantity.

The Agency does not provide the resident with the required minimum base allowance. However, the resident is able to increase her allowance according to the Agency's behavioral system. The resident is permitted to spend her allowances as she chooses.

The Agency provides the resident with adequate personal care items and adequate storage space.

The resident has regular opportunities to maintain a photo album/life book.

Recommendation

- 2. Olive Crest Treatment Center management provide the resident with the minimum base allowance.**